



CASE STUDIES

**St. Vincent Heart
Center of Indiana**

Background

St. Vincent Heart Center of Indiana (SVHCI) is an entire complex of facilities and medical specialists focused on providing advanced, specialized treatment of cardiovascular disease in a warm, comfortable, and caring environment. SVHCI was the first free-standing heart hospital in Indianapolis, and it is a joint venture between St. Vincent Health and the physicians and surgeons who staff SVHCI. In addition to a state-of-the-art medical and surgical 80-bed hospital, SVHCI is home to a 24/7 Heart Emergency Unit, The Vascular Institute, Women's Cardiac Risk Clinic, and Sleep Center of Indiana.

Challenge

While SVHCI has consistently operated at the highest levels of performance throughout its history, in 2006, the leadership team recognized the need to replace its manual, error-prone, and labor-intensive policy management process. Policy documents were being lost, and multiple versions of the same policies and procedures were being reviewed and approved concurrently. This resulted in confusion, lost productivity, and overall ineffectiveness.

Policies were kept in binders, and copies were often not updated. Access to all policies was limited because each department kept its own policies within the unit, and the only complete SVHCI-wide sets of policies were kept in two separate locations, making them difficult for team members to access. Redundant policies also were in multiple departments, some even were expiring without anyone noticing. This resulted in SVHCI management having no method for tracking performance. And the manual, email process used for notifying department heads about policies needing approval was inconsistent. Finally, all archived policies were kept in paper format, taking up space and making accessing them challenging and time-consuming.

Solution

SVHCI considered its options and decided to implement a commercially-available application to address its needs instead of creating a proprietary system. While this was happening, another facility within the St. Vincent Health network, had an effort underway to create a homegrown SharePoint system. However, SVHCI knew this path would be costly and time-consuming. After carefully evaluating multiple products and the companies behind them, PolicyStat's Policy Lifecycle Management solution was selected because it addressed SVHCI's needs and met its high standards for delivering patient-focus care with state-of-the-art technology.

SVHCI began production use of the PolicyStat policy lifecycle management solution at the end of November 2007. Coincidentally, the following business day of SVHCI going live with PolicyStat, Indiana State Department of Health surveyors arrived for an unannounced survey. The PolicyStat solution performed well, solidifying its place as an indispensable component of the overall SVHCI operation.

Today, the PolicyStat policy lifecycle management solution is used throughout SVHCI to:

- Access current, approved policies from any web browser anywhere within SVHCI.
- Push out "best practices" and ensure consistency across all units.
- Collaborate on the development of new policies.
- Manage all policy and procedure approvals using online approval workflows.
- Retain archived policies in a centralized location for future consultation.
- Manage and measure turnaround time by individual and department.
- Organize all current SVHCI policies and procedures in one area.

John Stewart, CEO of SVHCI, places and exceptionally high value on clinical outcomes and customer care, and these goals are put into practice daily throughout current, accurate, and easily-accessed policies and procedures, which PolicyStat delivers to all SVHCI team members. Under Stewart's leadership, SVHCI has been ranked the #1 hospital in Indiana for overall heart care five years in a row by HealthGrades, the nation's leading healthcare ratings organization.

According to Stewart, "At the St. Vincent Heart Center of Indiana, exceptional quality and service are the key components of our Mission. As CEO, it gives me great comfort knowing that PolicyStat is delivering a totally electronic process for managing well over a thousand different policies to help assure that we are compliant with applicable statutes and standards while making all of our policies easily accessible to any team member immediately. PolicyStat completely transformed our ongoing process of maintaining current and accurate policies and procedures, which is critical for the best clinical outcomes."

About PolicyStat

PolicyStat is an Indiana-based corporation providing an industry-leading policy lifecycle management solution for healthcare organizations. The PolicyStat solution increases productivity while simultaneously enhancing quality and compliance management. PolicyStat's Software-as-a-Service (SaaS) offering enables short customer deployment timelines by both minimizing IT staff involvement and providing vital implementation services. For more information, visit www.policystat.com.

